

Advanced Case Management

May 30, 2003

Integration Activities

Warning Flags

Problem Solving

Handling Difficult Situations

Integration Activities

• • • Individual Activities • • •

1. Lesson Summary

Cut out this summary card and place it in a visible location for two weeks.

Advanced Case Management – Warning Flags

The main ideas of this lesson are:

1. When one barrier to employment exists there may be related difficulties that create multiple barriers to employment. Effective counselors are familiar with commonly related barriers.
2. Effective employment counselors are aware of the warning flags of specific employment barriers. These barriers may include depression, anxiety disorder, post traumatic stress disorder, schizophrenia, bipolar disorder, obsessive-compulsive disorder, substance abuse, domestic violence, dysfunctional patterns of behavior, a criminal record, physical disabilities, and cultural or language differences.

Integration Activities

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2. Awareness of Multiple Barriers

What issues and challenges do you see most often in your office? Consider the following issues mentioned in Module 5 Lesson 1. Write the ten most common barriers faced by your customers. To the right of each barrier, write the most common secondary issue faced by these customers.

Anxiety disorder

Bipolar disorder

Criminal record

Culture or language

Depression

Domestic violence

Dysfunctional patterns of behavior

Homelessness

Insufficient child care

Joblessness

Lack of transportation

Low basic skills

Low income/poverty

Obsessive-compulsive disorder

Physical disabilities

Post traumatic stress disorder

Schizophrenia

Single parenthood

Substance abuse

Multiple Barriers to Employment	
Primary Barrier	Secondary Barrier
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	

Integration Activities

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3. Awareness of Warning Flags

Barriers to employment are associated with outward signs or “warning flags.” You may easily observe some warning flags during an appointment. Other warning flags may reveal themselves only through critical thinking about the ideas, situations, or events described by the customer. Write the ten most common multiple barriers faced by your customers. (Refer to the list below or Activity 2 for ideas.) Based on your experience, what are the most obvious warning flags or indicators of the presence of a barrier?

Anxiety disorder
Bipolar disorder
Criminal record
Culture or language
Depression
Domestic violence
Dysfunctional patterns of behavior
Homelessness
Insufficient child care
Joblessness

Lack of transportation
Low basic skills
Low income /Poverty
Obsessive-compulsive disorder
Physical disabilities
Post traumatic stress disorder
Schizophrenia
Single parenthood
Substance abuse

Multiple Barriers to Employment	
Primary/Secondary Barrier	Warning Flags
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	

Integration Activities

• • • Group Activities • • •

1. Colleague Comparisons

Have a discussion with another employment counselor about Activity 2 or 3. Where do you agree? Where do you disagree? What new ideas have you come up with by comparing your answers?

Integration Activities

• • • Individual Activities • • •

1. Lesson Summary

Cut out this summary card and place it in a visible location for two weeks

Advanced Case Management – Problem Solving

The main ideas of this lesson are:

1. Address multiple barriers by:
 - providing effective and courteous access to services
 - prioritizing barriers based on customer input and basic human needs
 - using the problem-solving process
 - recording the employment goal, intermediate tasks, and supportive resources in a written employment plan
 - matching resources and service strategies to customer barriers
 - monitoring customer progress.
2. When warning signs indicate the presence of employment barriers, implement appropriate service strategies to address the specific barriers.

Integration Activities

• • • *Individual Activities* • • •

2. Helping Skills and Multiple Barriers

Refer to the helping skills listed in Module 1. In no less than 300 words, describe how these skills can be used to foster a helping relationship with customers who have multiple barriers?

Share your essay with a colleague and compare your ideas.

3. Helping Process and Multiple Barriers

The helping process (CARE) is the foundation for all career counseling and case management activities. Describe in at least 300 words how the CARE process would be applied to a customer with multiple barriers.

Share your essay with a colleague and compare your ideas.

4. Prioritizing Barriers.

Create your own job-aid that summarizes how to prioritize a customer's multiple barriers. Refer to Module 5 Lesson 2 pages 16-26 for ideas.

Integration Activities

• • • Group Activities • • •

1. Where do I start?

Print the following list. Cut the paper so that each barrier is on a separate strip. Fold the strips and place them in a bowl or other container. Ask a member of the group to draw two or three barriers from the bowl and explain to the other group members how he/she would prioritize the barriers and why. Lead a discussion about how to prioritize and address the barriers. Repeat the exercise by returning the strips to the container and drawing again.

Anxiety disorder

Bipolar disorder

Criminal record

Culture or language

Depression

Domestic violence

Dysfunctional patterns of behavior

Homelessness

Insufficient child care

Joblessness

Lack of transportation

Low basic skills

Low income

Obsessive-compulsive disorder

Physical disabilities

Post traumatic stress disorder

Poverty

Schizophrenia

Single parenthood

Substance abuse

Integration Activities

• • • Group Activities • • •

2. No Help Please

Some customers do not want to work and do not want help addressing their problems. They just want assistance such as financial support or food stamps. Lead a discussion about the following processes and how they may be applied to situations with a reluctant customer. As time permits, role-play a few scenarios with a colleague.

CARE – the helping process for career counseling and case management

Collect information

Assess the whole customer

Refer to resources

Evaluate progress

Critical Thinking Questions

Do I need more information?

Is there anything to clarify?

What assumptions have I made?

Are inventories or tests needed?

DECIDE – the problem solving process

Define the problem

Explore options

Consider pros and cons

Identify the plan

Document and **D**o the plan

Evaluate the outcome

REACHING – confronting difficult situations

Respect customers

Show **E**mpathy

Ask for the customer's interpretation

Communicate your confusion

Handle difficulties with customers

Use "I" messages

Negotiation skills

Gently.

Negotiation

Empathize with the customer.

Find something to agree on.

Clarify boundaries, expectations, and problem ownership.

Compromise when possible.

Revise the plan and get customer commitment

Integration Activities

• • • Individual Activities • • •

1. Lesson Summary

Cut out this summary card and place it in a visible location for two weeks

Advanced Case Management – Handling Difficult Situations

The main ideas of this lesson are:

1. Effective employment counselors address these difficult situations that may arise when working with customers who have multiple barriers:
 - Attempts to manipulate
 - Lack of follow-through
 - Inconsistencies between statements and actions
 - Differing perspectives or expectations
2. Negotiation and confrontation skills (REACHING) help customers work through difficult situations and help unblock their progress.
3. Practice effective coping skills in order to maintain effectiveness and job satisfaction:
 - Manage your personal problems as they arise
 - Seek help from supervisors or counselors when necessary
 - Do not internalize customer problems, and
 - Take time to relax when you are not at work.

Integration Activities

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2. Personal Stress Reduction

What activities away from work help you relax and manage on-the-job stress? Write your list below. Consider whether your list is sufficient to keep your stress level manageable.

- 1.
- 2.
- 3.
- 4.
- 5.

3. Identifying difficult situations

Identifying difficult situations early will help you serve your customers effectively and professionally. What do you watch for (including thoughts and feelings) to help you identify difficult situations? What steps might you take when you identify a difficult situation?

4. Negotiation Skills

Negotiation involves these steps:

- Empathize with the customer.
- Find something to agree on.
- Clarify boundaries, expectations, and problem ownership.
- Compromise when possible.
- Revise the plan and get customer commitment.

Write model sentences for each of the negotiation steps listed above. (It may be helpful to consider your interaction with a recent case managed customer which required your negotiation skills.)

Integration Activities

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1. Effective coping skills

Invite a Licensed Clinical Therapist or other mental health professional to give a presentation or lead a discussion on effective strategies for:

- managing on-the-job stress
- not internalizing customer problems
- working with customers who have problems similar to your own.

2. No Help Please II

Lead a discussion about the processes listed below and how they may be applied to the following situations:

- Customers who are non-communicative
- Customers with borderline incapacities (ongoing struggles obtaining and keeping jobs, but don't qualify for disability or other services)
- Customers who are constantly in crisis, making progress difficult
- Customers who have barriers but don't reveal them
- Customer who are close to their time limits and are not making progress

CARE – the helping process for career counseling and case management

Collect information

Assess the whole customer

Refer to resources

Evaluate progress

Critical Thinking Questions

Do I need more information?

Is there anything to clarify?

What assumptions have I made?

Are inventories or tests needed?

DECIDE – problem solving

Define the problem

Explore options

Consider pros and cons

Identify the plan

Document and Do the plan

Evaluate the outcome

REACHING – confronting difficult situations

Respect customers

Show Empathy

Ask for the customer's interpretation

Communicate your confusion

Handle difficulties with customers

Use "I" messages

Negotiation skills

Confront Gently.

Negotiation

Empathize with the customer.

Find something to agree on.

Clarify boundaries, expectations, and problem ownership.

Compromise when possible.

Revise the plan and get customer commitment